

TO: Finance Committee

FROM: Emaan Abdel-Halim

DATE: May 27, 2021

RE: Transfer of 1.0 FTE Position (Planning & Building Inspection)

The Planning Division Director, Heather Stouder, and Building Inspection Director, George Hank, request the 2021 Operating Budget be amended to transfer a 1.0 FTE Administrative Clerk position (#619) and corresponding salary funds, from the Planning Division to Building Inspection as a 1.0 FTE Information Clerk. The proposed request is made to better provide consistent reception and customer service to the public front desk for Building Inspection, Zoning and the Planning Divisions.

The following Finance Committee approval is requested:

- Transfer 1.0 FTE Administrative Clerk (position #619) from the Planning Division operating budget to the Building Inspection Division operating budget.
- Reclassify the 1.0 FTE position as an Information Clerk in CG20, Range 7 in the Building Inspection Division operating budget.

This request is prompted by the recent retirement of an Administrative Clerk (position #619) in the Planning Division. Both Hank and Stouder recognize this as an opportunity to better provide consistent front desk coverage for the high traffic reception area of Planning, Building Inspection and Zoning. The main objective for moving this position into Building Inspection is to create a more consistent coverage of front desk reception customer service. Currently, the Building Inspection front desk is staffed with a rotation of Administrative Clerks who primarily serve the Planning Division. This proposal will create more consistent receptionist responsibilities with 75% of this position's time spent on telephone and front desk duties to answer questions and direct calls as appropriate, greet customers at the counter and contact staff as needed, schedule inspections for field staff, enter complaints into the system, and check voicemail inboxes and respond to/distribute messages. Additionally, the majority of customer service questions/needs are directly related to the work of Building Inspection and Zoning; therefore this reallocation will better align with the work of the unit by designating a position within Building Inspection to serve these needs. By creating a designated receptionist for the main public front desk, the Divisions' goal to better distribute the time of the Administrative Clerks' for their primary duties.

The total estimated annual cost in salary and benefits for the transfer is \$35,000. These costs are currently included in the Planning Division budget and requested to transfer to the Building Inspection 2021 Operating budget.

Editor's Note:

Classification	Compensation Group/Range	2021 Annual Minimum (Step 1)	2021 Annual Maximum (Step 5)	2021 Annual Maximum (+12% longevity)
Information Clerk	20/07	\$ 44,824	\$ 50,020	\$ 56,023
Administrative Clerk	20/09	\$ 47,147	\$ 53,010	\$ 59,371

Cc: Heather Stouder, Planning Division Director  
 George Hank, Building Inspection Director  
 Gabriela Arteaga, Administrative Supervisor – Building Inspection